**SERVICE BULLETINS**

As of 12/31/11 non listed on GSPN but see new:
-2 011 PDP Option Byte Table
ASC20110630001

Quick Parts: Verify before Ordering

Parts Category	Version	Parts No	Short Description
PCB	ALL	BN44-00443A	SMPS
PCB	ALL	BN94-04349A	Main PCB
PCB	N102	BN96-16513A	Logic Main PCB
PCB	ALL	BN96-16514A	Buffer E
PCB	ALL	BN96-16515A	Buffer F
PCB	ALL	BN96-16516A	X Main
PCB	N102	BN96-16517A	Y Main
PCB	ALL	BN96-16518A	Buffer X
PCB	N102	BN96-16519A	Y Main Scan
PCB	ALL	BN96-16729C	Function & IR PCB
PCB	ALL	BN96-17107A	RF module PCB
PCB	N409	BN96-20511A	Y Main
PCB	N409	BN96-20512A	Buffer Y
PCB	N409	BN96-20513A	Logic Main PCB
Display	N102	BN96-17357A	Panel
Display	N409	BN96-20477A	Panel
Cosmetic	ALL	BN96-16774A	Front Cover
Cosmetic	ALL	BN96-16783J	Rear Cover
Cosmetic	ALL	BN96-16786A	Stand Guide
Cosmetic	ALL	BN96-16847B	Stand Base
Cosmetic	ALL	BN96-18195A	Stand Guide Neck
Component	ALL	3903-000552	Power Cord
Component	ALL	BN40-00213A	Tuner
Component	ALL	BN96-13325F	LVDS Cable
Component	ALL	BN96-18071C	Speaker
Accessory	ALL	AA59-00482A	Remote

HELP : 888-751-4086; 866-894-0637 FE)

GSPN

<http://gspn3.samsungcsportal.com>

PLUS ONE

<http://my.plus1solutions.net/clientPortals/samsung>

HOT TIPS

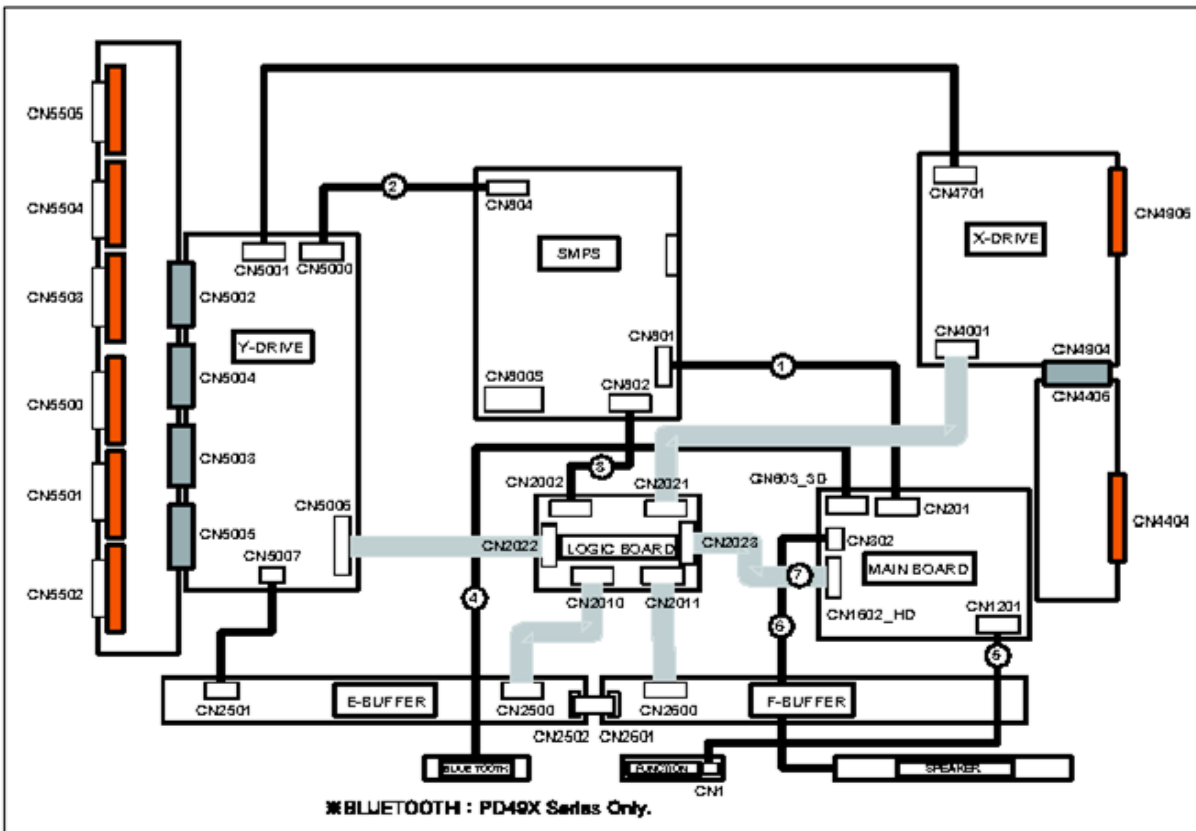
-Power On Problems: (see pages 2 & 3)

-Video Problems: (see pages 4 & 5)

FIRMWARE

No New SW Listed as of 12/31/11

Important to check for new updates



CN801 (SMPS) ↔ CN201 (Main Board)

Pin No. (SMPS)	Signal (SMPS)	Pin No. (Main Board)	Signal (Main Board)
1	PS-ON	1	SW_POWER
2	STBY	2	A5V_PW
3	GND	3	DGND
4	D15V	4	B15VS_PW
5	GND	5	DGND
6	GND	6	DGND

Pin No. (SMPS)	Signal (SMPS)	Pin No. (Main Board)	Signal (Main Board)
7	D5.3V	7	B5V_PW
8	D5.3V	8	B5V_PW
9	GND	9	DGND
10	D15V	10	B15V_PW
11	D15V	11	B15V_PW
12	D5.3V	12	B5V_PW

CN802 (SMPS) ↔ CN2002 (Logic Board)

Pin No. (SMPS)	Signal (SMPS)	Pin No. (Logic Board)	Signal (Logic Board)
1	D5.3V	1	5.3V
2	D5.3V	2	5.3V
3	GND	3	GND
4	VS-SIGNAL	4	GND
5	PS-ON	5	PS_ON
6	VS-ON	6	VS_ON

Power On Sequence

1. STBY 5V (Pin 2 CN801)
2. PS_ON (approx 3.3V – 0V) (Pin 1 CN801)
3. Low Voltages On 5V & 15V (All “B” Signals listed – to Main Board)
4. VS_ON (approx 0V – 3.3V) (Pin 6 CN802) (Sending Vs to Y & X Boards, & Va to Logic Buffer Boards.)
5. TV on with Boot Logo appearing.

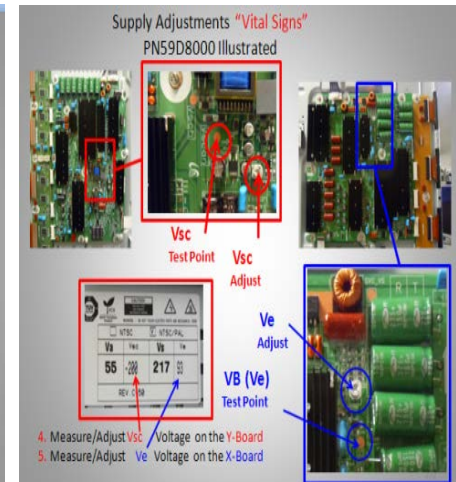
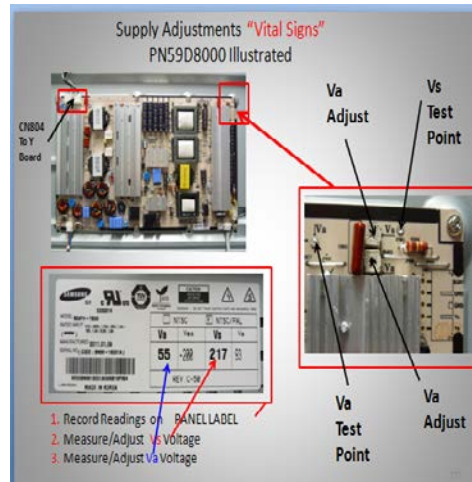
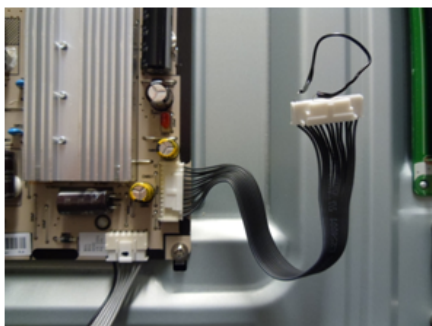
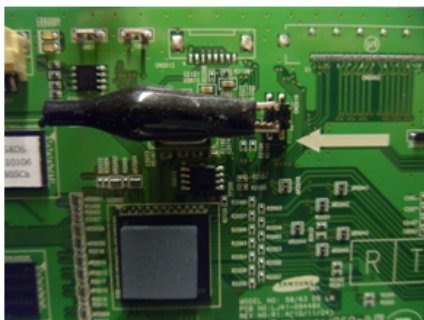
Fast Track Troubleshooting Manual

“Troubleshooting”

Activating Power & Logic Board Test Patterns without Main Board:

1. Remove Power Cord to Panel
2. Short Highest 2 Pin #s on Logic Board Test Jig (Can be 4 Pin or 6 Pin)

3. Remove Power Connector at Main Board (keeping connection to SMPS)
4. Short “Power On” Pin to Circuit Ground on Power Connector to SMPS.
5. Connect Power Cord to Panel



SAMPLE VIEW & READINGS

“VITAL SIGNS”

When troubleshooting, It's very important to first check **Vs, Va, Vsc & Ve**. If **Vs** is missing (0V), disconnect power and check for short. Use ohm meter to measure resistance while disconnecting Y-Board & X-Board supply feeds one at a time.

Turn Power On and Test SMPS with short connector removed for correct Vs voltage verification. (It may only come up briefly but to full level). Again be careful not to reconnect Power Connectors until Vs falls below 10V.

If **Va** is low or missing, disconnect Supply Feed to Address Boards and Check to see if SMPS Supply is restored. (Note Va feed normally passes through the Y-Drive to the Address Boards (Logic Buffer Boards)).

If **Vsc** is low or missing and Vs was OK, the failure is with the **Y-Board** since the Y-Board generate the Vsc voltage from the Vs supplied by the SMPS.

If **Ve** is low or missing and Vs is OK, the failure is with the **X-Board** since the Ve is generated by the X-Board from the Vs supplied by the SMPS. Please note in some rare cases the Ve may be generated by the Y-Board feed to the X-Board.)

Other SMPS Voltages:

Check Low Voltage feeds to the Main Board and other supplied Assemblies.

Power Supply Trouble Shooting Notes:

2010/2011 models

Will not be run with the “X” or “Y” main disconnected. The SMPS will shut down immediately. However if a meter is first connected to the test point when power is applied it will read the correct voltage briefly before shutting down. (You have enough time to check key voltages)

CAUTION: Do not reconnect any connectors to SMPS or Y/X Boards until power has been turned off long enough for Vs to drop below 10V or damage will occur to X or Y Boards.

Over Current Protection

For the SMPS Power Supply... If a short circuit occurs on either the VS or VA voltage lines, the SMPS stops operating, but should not fail. When the short circuit is removed from the source line, the Power Supply will operate normally again. **Many SMPS Supplies are replaced needlessly!**

ON SCREEN FAILURE EXAMPLES:

ALIGNMENTS:

1. Check/Adj. VS, VA, VE, & VSC according to Panel Label and Diffusion test. (see bulletins for any special notes before making changes)

DIFFUSION TEST/ADJ. (cell miss-firing)

- Allow the unit to warm up 15 to 20 minutes
- Access the Burn Protect Sig. Pattern in Cust. Menu.
- Adjust the Vs volts until screen errors are gone in both dark and bright areas.
- Adjust the Vs volts within +/- 10V on the panel label.
- NOTE: Diffusion may appear with aging panels. New panels with Diffusion consult bulletins and/or report problem.



2. Check/Set Option Bytes:

Using the Customer Remote

1. Turn the power off and set to stand-by mode
2. Press the remote buttons in this order: POWER OFF-MUTE-1-8-2-POWER ON to turn the set on.
3. The set turns on and enters service mode. This may take approximately 20 seconds.
4. Press the Power button to exit and store data in memory.
5. If you fail to enter service mode, repeat steps 1 and 2 above.

Initial SERVICE MODE DISPLAY State

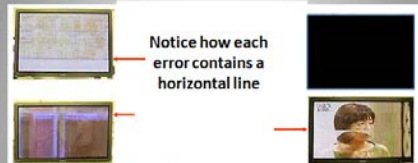
Project	PE5G	PE5G	PE5G
Model	8590	8590	8590
Model Code	PN08B550T2F-XZA	PN08B550T2F-XZA	PN08B550T2F-XZA
No.	ITEMS		
1	Factory Reset	-	-
2	Type	50FSpL4	58FNBK1
3	Model	PE550	PE550
4	TUNER	ALPS	ALPS
5	Region	US	US
6	DDR	SAMSUNG	SAMSUNG
7	Light Effect	Off	Off
8	Inch	50"	50"
9	Exhibition Mode	Off	Off

Factory Reset	
Type	50FNBK1
Model	PE550
TUNER	ALPS
Region	US
DDR	SAMSUNG
Light Effect	Off
Inch	50"
Exhibition Mode	Off

Option Bytes

		Option							
Model Code	Side Label	Type	Model	Tuner	Region	Light Effect	Audio AMP	Ch Table	Front Color
PN51D490A1DXZA	N101	51DHHcD	US	PD490	SI_ATC	-	-	SAMEX	P-S-R-BK
	N102	51DHHcD	US	PD490	SI_ATC	-	-	SAMEX	P-S-R-BK
	N303	51DHHcD	US	PD490	SI_ATC	-	-	SAMEX	P-S-R-BK
	N304	51DHHcD	US	PD490	SI_ATC	-	-	SAMEX	P-S-R-BK
	I105	51DHHcD	US	PD490	SI_ATC	-	-	SAMEX	P-S-R-BK
	I406	51DHHcD	US	PD490	SI_ATC	-	-	SAMEX	P-S-R-BK
	I107	51DHHcD	US	PD490	SI_ATC	-	-	SAMEX	P-S-R-BK
	I408	51DHHcD	US	PD490	SI_ATC	-	-	SAMEX	P-S-R-BK

"Y" Board Failure Examples



Notice how each error contains a horizontal line

These examples show Y board errors, because the Y electrodes run horizontally, errors can often be seen across the screen.

2010 & 2011 Y board errors will be detected by the Logic Board and often create a High Voltage Power Down ("VS ON" to Off) condition.

When failure exists on either the Y-Board or the Y-Buffer Boards, be sure to replace both assemblies. A failure on either Board can create a failure on both assemblies.

Y Buffer Boards Failures



"X" board Failure Examples



- In this left screen example, the sustain signal from the X board is low or missing.
- For 2009 Models and Older: Verify operation of the X board by disconnecting the power supply cable to the X board. If the other boards are working the picture will be dark.
- If the X-Board Power or Y-Board Power is removed, however, on 2010 or 2011 Models, an error will be detected and the VS Supply from the SMP's will be turned off by the Logic Board. A Black Screen (on right) will occur.

"X" board Failure Examples



- In this example the Ve initialize signal is low or missing creating image retention. No Erasing.
- Troubleshoot the X Board by verifying that the Ve Voltage is correct with the label on the Panel.

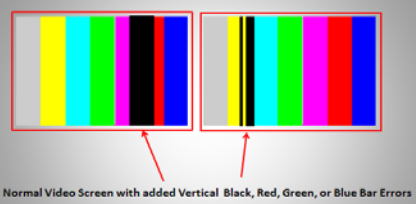
Logic Board Failure Examples



Screen vertical Noise Errors usually in Multiple Locations

The examples show the panel illuminated but displays with incorrect noisy video.

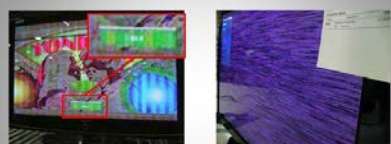
Logic Buffer Board Failure Examples



Normal Video Screen with added Vertical Black, Red, Green, or Blue Bar Errors

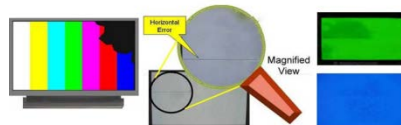
The examples show the panel illuminated, display is Normal except for area of Logic Buffer Board Failure.

Main Board Failure Symptoms



- Main Board errors are similar to logic errors but the problem can be on a single source such as the tuner.
- If the Menu also shows the defect the main board is suspected

PDP Panel Troubleshooting



Plasma Panel Failure Examples

- Plasma Panel failure can usually be identified by observation. Single sub pixel columns or rows that are black or white always are panel failures. Other lines or lines that vary with content are almost never panel failures. Individual pixel errors are almost always panel related.